



Vicksburg - Warren E-911 Emergency Communications Center

Position Description: Director

Department/Division: Vicksburg-Warren E-911 Communications Center

Reports to: Vicksburg-Warren E-911 Commission Board

Purpose of Position

This position requires a highly driven leader who, under general direction of the Vicksburg-Warren E-911 Commission, plans, develops, implements and coordinates emergency communication procedures to provide efficient and accurate emergency service dispatching of police, fire, and sheriff services as well as emergency medical and county fire services. Work also involves responsibility for developing, implementing, directing and coordinating the communication equipment and system needs; ensuring proper maintenance of system components; ensuring adherence to Federal Communications Commission rules, regulations and licensing requirements; and preparing and administering the center's budget. An employee in this class is expected to exercise considerable independent judgment in accordance with established policies and procedures. This position is responsible for all support for the Vicksburg-Warren E-911 Communication Center.

Experience/Education Desired

This position manages a staff of over 20 people and requires previous management experience in emergency services. Significant experience with emergency communications across multiple agencies is required. The Director shall have or shall obtain full certification to function as a Dispatcher within the Vicksburg-Warren E-911 Emergency Communications Center within six months of employment. Obtaining and maintaining this certification is a job requirement. The Director should have a post-high school degree (bachelor's degree preferred) in a field relatable to the management of emergency communications. The Director should have knowledge of and experience of Federal Labor Standards.

Essential Duties of the Position

- Plans develop, implement and coordinates emergency communication policies and procedures to ensure accurate and efficient dispatching of emergency services to the public.
- Analyzes systems and equipment needs and recommends changes as deemed appropriate, supervises the development and administration of equipment maintenance contracts, reviews and evaluates proposals and bids for new equipment.
- Monitors and ensures the effective operation of all systems within the 911 center including but not limited to the camera systems, building access systems, call logging systems, phone and radio recording systems, paging systems, database systems, and time keeping systems.
- Maintains and keeps confidential personnel and medical files for 911 staff.
- Assures compliance with MS BETST policies, along with County, State, and Federal regulations.
- Maintains responsive and legal reviews and replies to questions/concerns/complaints relating to service provided by the 911 center.
- Directs all phases of personnel operations with full authority to hire, dismiss, assign, and discipline employees.



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- Prepares agency budget and administer expenditures in accordance with budget provisions.
- Provides liaison between police and fire departments, the Sheriff's Department and EMS providers regarding Communication Center operations.
- Meets and confers with members of the Vicksburg-Warren E-911 Commission to review modification in operational procedures, enhancements in communication equipment components and systems and to resolve any operating problems among the agencies served.
- Oversee all aspects of the Wrecker Allocation Policy including wrecker inspections.
- Serves on boards and committees as appropriate and represents the Communications Center at functions as required.
- Establish and maintain effective working relationships with City Officials, other agencies, fellow employees and the public.
- Is available 24 hours per day, seven days per week to respond as needed.
- Obtains and maintains full certification as a Dispatcher and works at least one long shift per month.
- Spends significant time with every shift at least once per week.
- Expected to temporarily perform duties outside of normal classification in the event of a declared emergency

Knowledge, Skills, and Abilities

Excellent management, planning, decision-making, and time management skills are required. This position requires technical level reading, writing, mathematical, and communication skills. Ability to perform all the functions and operate all equipment required for use as a Dispatcher is required. The ability to work courteously and effectively with the communication center staff, user agencies, and general public is required.

Environmental/Physical Factors

This position functions both within and outside of an office environment at all times of the year. In providing support for the communications center operations, moving of furniture and equipment may be required.

Work Situation Factors

This position is salaried exempt with 24-hour, 7-days per week on-call status and extended beyond eight-hour days as necessary. This position is subject to pre-employment and random drug testing. This position wears the same uniform as all employees of the Vicksburg-Warren E-911 Communication Center.



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Additional Job Responsibilities:

Program Radios

Compliant with radios with the State MSWIN System

Issue MSWIN State ID numbers to new radios

Communicate with the wireless Commission to request new talk groups

Maintain the CAD Streetfile

Maintain the CAD Databases

Minor repairs to consoles

Program New Door Cards for Employees

Custodial Recordings Clerk

Represent 911 in a trial setting

Those interested in this position must submit a detailed resume to: Nkemdili Lewis, Warren County Administrator, 913 Jackson Street, Vicksburg, MS 39183. The office is open Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m.

Resumes should be sealed and marked **Resume – E-911 Director** on the outside of the envelope. **The deadline to submit a resume is 5:00 p.m. on Friday, June 12, 2026.**

Resumes received after the deadline will not be considered. If you have any questions, please contact Nkemdili Lewis, County Administrator, at 601-634-8073.

Warren County is an Equal Employment Opportunity Employer